

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	7170658
<b>Application Number:</b>	09944676
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	8505
<b>Title of Invention:</b>	System and method for automated end-user support
<b>First Named Inventor/Applicant Name:</b>	Daniel Keele Burgin
<b>Customer Number:</b>	26874
<b>Filer:</b>	William S. Morriss/Sonya Pinner
<b>Filer Authorized By:</b>	William S. Morriss
<b>Attorney Docket Number:</b>	1160215-0538115
<b>Receipt Date:</b>	09-MAR-2010
<b>Filing Date:</b>	31-AUG-2001
<b>Time Stamp:</b>	14:29:25
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part/.zip	Pages (if appl.)
1	Transmittal Letter	09944676_IDS Ltr_3-9-2010.pdf	35673 9d7f364c4a4baa3934e1fa22e4d6e3a26bd 73ce3	no	1

### Warnings:

### Information:

2	Information Disclosure Statement (IDS) Filed (SB/08)	09944676_IDS_3-9-2010.pdf	63549 b87b5b8ea63ef3a11637eda249dba0beebe 34175	no	1
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**Warnings:**

**Information:**

This is not an USPTO supplied IDS fillable form

3	NPL Documents	117518511_OfficeAction.pdf	1121084 08085a43059b71cf941dea44188f109af804 aa2f	no	25
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**Warnings:**

**Information:**

**Total Files Size (in bytes):**

1220306

**This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.**

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.